



Dear Customer

Stithians Post Office®
Stithians Toilets, Church Road, Stithians, Truro, TR3 7DH

I'm writing further to my letter dated 8 May 2017 to confirm that we have reopened the above branch as a Hosted Outreach Service at Spar, New Road, Stithians, Truro, TR3 7BJ.

The branch closed at its previous location in January 2017 and I'm pleased to confirm the new service commenced on Friday 23 June 2017.

We received 9 individual responses from customers and local representatives during the consultation period. The majority of respondents welcomed our proposal as it enabled us to restore Post Office services to the Stithians community.

We do understand that for some customers the new opening times may be less convenient. However, we do consider that the hours for the service will meet the needs of our customers in the community and allow us to maintain a sustainable service. We will, however, continue to review and monitor service on an on-going basis and should customer usage increase significantly, consideration would be given to adjusting service times accordingly.

Posters will be displayed to let customers know about this decision.


Further details of the new service are provided at the end of this letter. You can also find a copy of this letter on our website at postofficeviews.co.uk. When entering the website you will be asked to enter the code for this branch: 178644


Thank you for considering our proposal.

Yours sincerely

Sarah Cottrell
Network Operations Area Manager

How to contact us:

-  postofficeviews.co.uk
-  comments@postoffice.co.uk
-  Customer Helpline: 03452 66 01 15
Textphone: 03457 22 33 55

 FREEPOST Your Comments
**Please note this is the full address to use
and no further address details are required.**

This document is also available to view online, to see it – scan here.

If you don't have a QR code scanner on your phone, you can find one in your app store.



This communication process has been agreed with the independent statutory consumer watchdog, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council, and is being carried out in line with our Code of Practice for changes to the Post Office network, which we have agreed with them. If you'd like copies of the Code they are available in branch, or by contacting us or on our website at: www.postofficeviews.co.uk. If you think that the process has not been properly followed and wish to make a complaint, then please write to us or email us via the contact details included in our posters and letters and let us know why. We'll examine your complaint and respond to you as soon as we can. We will provide you with the relevant contact points for the consumer watchdog, so if you are still not satisfied when you have received our response, you can ask them for their assistance.

To get this information in a different format, for example, in larger print, audio or braille please contact the Customer Helpline on 03452 66 01 15 or Textphone 03457 22 33 55.

Details of the new service:

Stithians Post Office information sheet					
Address	Spar New Road Stithians Truro TR3 7BJ				
Post Office opening hours	<table border="1"> <tr> <td>Wed</td> <td>09:00 - 13:00</td> </tr> <tr> <td>Fri</td> <td>09:00 - 13:00</td> </tr> </table>	Wed	09:00 - 13:00	Fri	09:00 - 13:00
Wed	09:00 - 13:00				
Fri	09:00 - 13:00				
Products and Services	The majority of Post Office products and services will still be available.				
Distance	85 metres away from the previous branch, along varied terrain.				
Accessibility & Accessibility works	<p>Access and facilities The new premises will have a wide door and level access at the entrance.</p> <p>Parking Roadside parking is available near the new premises.</p>				